**Position:** Technical Specialist Infrastructure

**Children’s Worker** No

**Location:** National Office

**Business Unit:** Systems Management, Information Services

**Group:** Corporate Solutions

**Reporting to:** Manager Systems Management

**Issue Date:** August 2019

**Delegated Authority:** Nil

**Staff Responsibility:** Nil

**Our Role**

The Ministry of Social Development (MSD) is the lead agency for the social sector. We help the Government to set priorities across the sector, co-ordinate the actions of other social sector agencies and track changes in the social wellbeing of New Zealanders.

The Ministry provides policy advice, and delivers social services and assistance to young people, working age people, older people, and families, whānau and communities. We work directly with New Zealanders of all ages to improve their social wellbeing.

We serve over a million people, working out of more than 160 centres around the country. It is likely that every New Zealander will come into contact with the Ministry at some point in their life.

Our work, together with our social sector partners, is essential to achieving a sustainable and prosperous future, where all New Zealanders are able to take responsibility for themselves, be successful in their lives and participate in their communities.

**Our Purpose**

We help New Zealanders to be safe, strong and independent.

Manaaki Tangata, Manaaki Whānau.

**Our Principles**

MSD people: All own what we all do | Take responsibility for what we do | Understand our role in the big picture, who can help us and who we can help | Navigate through ambiguity and the opportunity it brings to create better ways of doing things | Act with integrity, courage and transparency | Celebrate our achievements and those of our clients.

**Position Description Approved By:**

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| **Group:** The Corporate Solutions group consists of functions in the areas of human resources, finance, information technology, property and facilities, health, safety and security, legal advice, information security, privacy, risk management and assurance. The group also accredits social service providers, helps resolve historical claims and provides business coaching to government agencies.The group provides advice and services to MSD, Oranga Tamariki and the Social Investment Agency.Business Unit: MSD uses a variety of channels to provide services to the public and to frontline staff, including physical sites, contact centres, and limited services using the Internet. It is envisioned that Internet-based services will expand rapidly in the near future.MSD staff use a large number of IT applications. Many are business critical systems. The IT Unit’s contribution is through:Leadership in the development and delivery of business application solutions.The provision of robust and reliable systems to support the business and external clients.* Total focus on serving internal customers.

**Purpose of the Position:** This is an Infrastructure and System Design role that relies on systems thinking to translate business intent into stable platforms for success. Deliverables will be capable of being implemented by Engineers regardless whether the systems are on premise, in the Cloud, or a Hybrid. The role of the Technical Specialist Infrastructure is to provide the Technology Services group with advice and solutions that will contribute to achieving the groups operational and support strategies and goals.The Technical Specialist Infrastructure will focus on the design and implementation of systems management best practices, existing and new storage and server features, supporting third party technologies and identifying and scoping the suitability of emerging technologies.The Technical Specialist Infrastructure will work with vendors, other IT managers and business units (business engagement channel) to ensure the competent and efficient operation of the Ministry’s information systems to meet Ministerial needs and strategic objectives. |

**Working Relationships**

**Internal:**

* Manager Systems Management
* IT Infrastructure & Services management team
* IT Infrastructure & Services Virtual Design Team
* IT Technology Services management team and staff
* IT Applications group
* IT Architecture group
* IT Customer Services and other members of the Information Technology group
* MSD Business representatives and Users

**External:**

* Systems management services
* External Advisers, Service Providers and Product providers in the information technology marketplace

**Key Accountabilities:**

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| **Key Result Area** | **Accountabilities** |
| **Infrastructure Design, Strategic Planning and Direction** | * Maintain a broad understanding of MSD’s business and IT requirements
* Providing a leading role in the development of MSD's architecture and road-maps, supporting the MSD IT Strategic and Business Plan objectives
* Demonstrate use of best-practice approaches to assist in ensuring that infrastructure design recommendations
* Provide stability and a sound, flexible base for long term hardware and software life-cycles
* Adapt to accommodate change quickly, including further potential integration with other environments
* Contribute to the effective definition and evolution of application architecture and integration strategies to influence future beneficial design opportunities
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| **Infrastructure Design Capability** | * Provide hardware and software infrastructure design solutions for effective development, support and integration of MSD applications
* Liaise with vendors to review proposed vendor design solutions and capability, assisting with analysis of technical issues
* Contribute to the establishment of effective systems compliance requirements and ensure that these are met
* Work with business analysts, operations and other stakeholders to identify and ensures appropriate infrastructure and application design options are considered, solutions selected are robust and meet MSD business needs, promoting appreciation, awareness and understanding of relevant technical design related concerns
* Produce and maintain logical/conceptual designs from requirements specifications as required, verifying correct understanding of the business need as necessary
* Contribute to the identification of appropriate key hardware and software mechanisms, ensuring agreed approaches are followed
* Model and frameworks, standards and guidelines
* Infrastructure design, operational and infrastructural standards, processes and guidelines
* Collaborate with Application and Enterprise architects to provide input and feedback regarding Server, Storage and Data Centre Infrastructure
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| Relationship Management | * Actively build and manage positive and productive working relationships with the Systems Management team and all internal contacts and external customers
* Seek and provide feedback on the quality of service provided and address issues raised, achieving continual improvement in level and quality of service provided
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| **Planning Participation** | * Investigate, plan for and recommend necessary system improvements including software, hardware and networking equipment upgrade for improving performance and capacity needed to meet increasing demands
* Evaluate system specifications, input/output processes, and working parameters for hardware/software compatibility of planned releases.
* Promulgate system standards along with the production and maintenance of systems documentation
* Manage and coordinate projects as assigned.
* Accurately report on progress against work programmes and projects as required
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| **Change Management** | * Provide active participation to schedule, coordinate, and perform installations of hardware, software, and operating systems upgrades, changes, configurations
* Develop and maintain documentation for configuration of hardware and software
* Monitor and recommend upgrades and reconfigurations to maintain network compatibility, availability, performance, supportability and compliance
* Monitor site traffic and helps scale site capacity to meet traffic demands.
* Provide accurate and timely change and problem management information
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| **Team and Individual Performance** | * Participate in the development and operation of projects which include team members and visitors from other teams
* Provide technical input to team members and other colleagues in matters of subject expertise.
* Contribute constructively to the team communication activities
* Participate in formal/informal peer review of own and others work
* Identify and act on personal learning and development opportunities
* Functioning as backup for other team members as needed
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| **Safe and Healthy** | * Understand and adhere to MSD health, safety and security (HSS) policies and procedures
* Implement HSS accountabilities at work to keep themselves, colleagues, clients and others safe and well.
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| Technical/Professional Knowledge and Experience**Mandatory:*** Extensive Systems Management experience in a complex production environment
* Experience in designing and implementing all aspects of Linux Server and Storage infrastructure in an enterprise mission critical environment.
* Direct experience with capacity management, performance monitoring and tuning, security, system backup, maintenance and disaster recovery of database related technologies.
* Experience with cloud and “as a service” deployment, integration and operation
* Familiarity with Oracle database software, Middleware software e.g. Oracle Application Server/ WebLogic/WebSphere and Microsoft Operating Systems.
* Ability to work independently to design, troubleshoot, perform root cause analysis, identify and isolate technical issues. Work in a collaborative manner with other team members as necessary to quickly and effectively resolve technical issues and provide timely status and progress reporting to customers.
* Understanding of both information systems and audit functions in an organisation.
* Evidence of strong documentation and communication skills both written and oral.

**Desirable:*** Tertiary degree and/or Relevant Professional Certification.
* Previous experience in a large environment with clustering, failover/recovery, and load balancing strategies is highly desirable.
* Experience in security architecture and forensics

**Attributes/Success Factors*** Strong relationship skills – able to interact at all levels of an organisation and with external clients in a professional, diplomatic and tactful manner.
* Strong analytical skills and attention to detail.
* Strong process skills – establishes high standards with measures and processes – reinforces excellence as a fundamental priority
* Strong leadership skills - able to lead others through influence versus direct management
* Strong client focus - displays passion for and responsibility to the customers, adapts thinking/leadership style to meet the needs of clients
* Conveys a sense of urgency and drives issues to closure; follows through on and meets commitments
* Strong work ethic – demonstrates strong accountability, personal and corporate integrity, and a flexible, adaptable and pragmatic work style
* Displays initiative, a passion for excellence, a drive to improve and relentless commitment to exceed expectations
* Ability to work effectively in a fast, consistently paced, ever-changing environment
* Values input from colleagues and potential partners
* Contributes to an inclusive working environment where differences are acknowledged and respected
* Ability to tailor communication style to suit relevant audiences.

**Other Requirements*** Willing to travel to fulfil job requirements
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